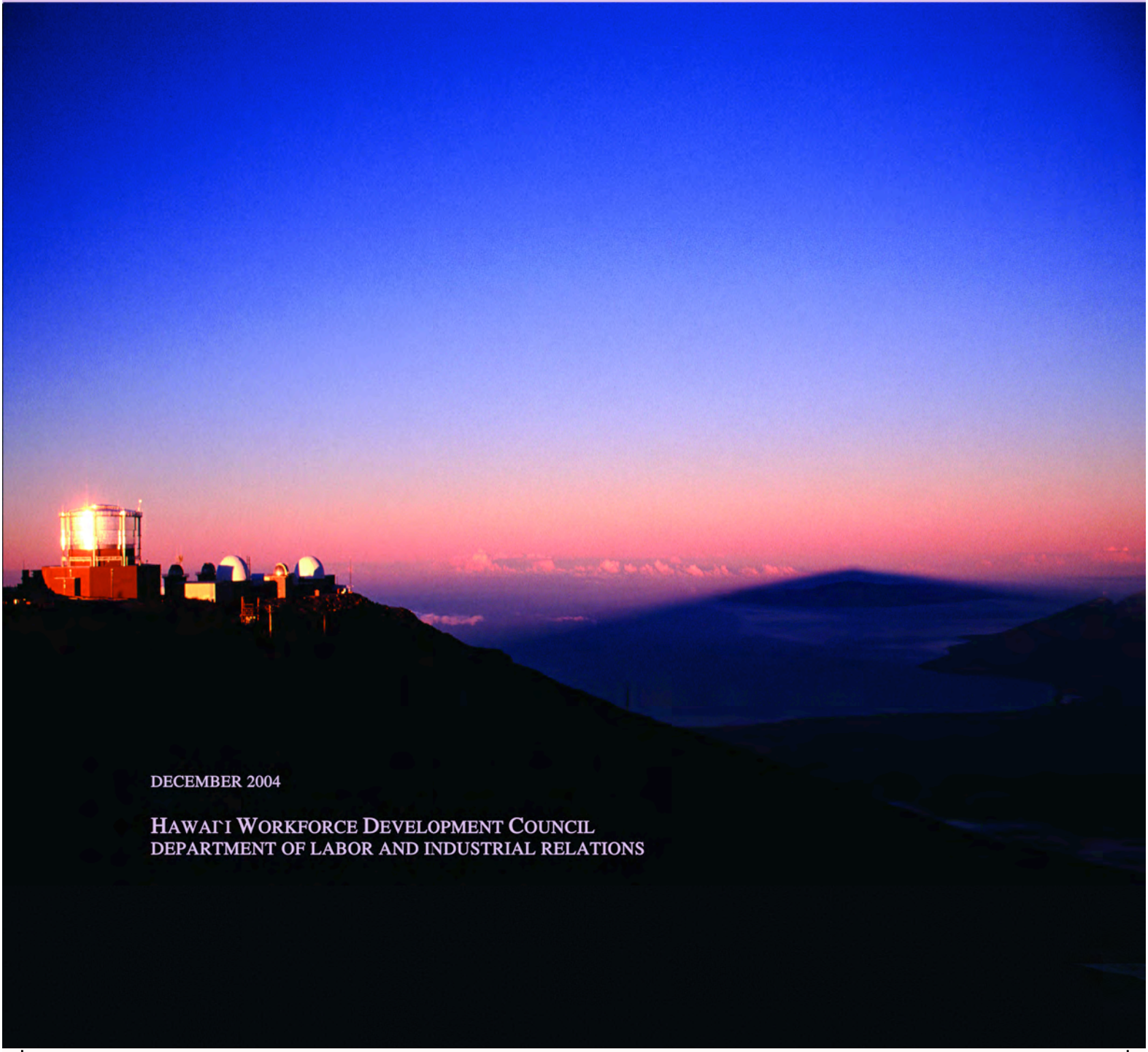


WORKFORCE INVESTMENT ACT IMPLEMENTATION 2003-2004  
**REPORT TO THE GOVERNOR**  
2005



DECEMBER 2004

HAWAII WORKFORCE DEVELOPMENT COUNCIL  
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

**YEAR FOUR IMPLEMENTATION  
OF THE  
WORKFORCE INVESTMENT ACT**

**2005 REPORT TO THE GOVERNOR**

**December 2004**

**Hawai'i Workforce Development Council**

**THE HONORABLE LINDA LINGLE  
GOVERNOR, STATE OF HAWAII**

**NELSON BEFITEL  
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# WIA Implementation in Year 4

## OVERVIEW

### WORKFORCE INVESTMENT ACT (WIA) OF 1998

The Workforce Investment Act (WIA) of 1998, effective July 1, 2000, rewrote federal statutes governing job training, adult education and literacy, and vocational rehabilitation programs. The WIA is intended to provide a more coordinated, customer-friendly, locally-driven workforce development system.

This year, the Workforce Development Council (WDC), as the WIA State Workforce Investment Board for Hawai'i, led the State's renegotiation of performance measures for Program Years (PY) 2003 and 2004 of the Older Youth Earnings Change measure. If necessary, the State is also anticipating a future round of negotiations with the reauthorization of WIA and the upcoming common performance measures for related workforce programs.

WIA elements requiring the most attention this past year have been:

- **Youth Performance Measures.** The State struggled with the youth measures over the past year. Challenges and actions steps are elaborated below:

***Younger Youth Skill Attainment.*** To improve the younger youth skill attainment measure, the service providers were once again reminded that (a) the skill goals should only be set for skills that can be achieved within one year's time; and (b) the skill attainment should be documented and counted upon immediate attainment of the skills, not waiting until exit.

***Older Youth Earnings Change.*** The State decided to renegotiate this measure this year because its originally negotiated level (\$3,700.00) was the highest in Region VI and the second highest in the nation. The average level for Region VI is \$3,004.00. Therefore, the proposed and accepted level of \$3,000.00 would be more in line with the expectations for other states. The renegotiated level assumes that the majority of the youths being enrolled would have no pre-program earnings and would be employed in part-time jobs at the minimum wage during the second and third quarters after exit. These assumptions are consistent with Hawaii's current outcome trend for this measure. The renegotiation was completed in a timely manner with the joint effort of the WDC, Workforce Development Division (WDD), Local Workforce Investment Board (LWIB) chairs and staff, and U.S. Department of Labor (USDOL) Region VI.

- **Oahu's Youth Operator Model.** The Oahu Workforce Investment Board is revising its approach to delivery of youth services and plans to designate the City & County of Honolulu's Office of Special Programs as the youth program

operator responsible for the design framework described in Workforce Investment Act (WIA) Regulation 664.405. The Board has requested that the City's current youth service center develop a Youth Operator Model to:

- (a) Establish a universal intake system
- (b) Implement a centralized case management system
- (c) Provide the ten required WIA service elements by coordinating service providers and leveraging various in-kind and funded resources
- (d) Coordinate training activities
- (e) Improve tracking of youth and their performance
- (f) Monitor performance indicators
- (g) Minimize barriers to transitioning participants from one service provider to another

The results should strengthen accountability, provide immediate response to providers' needs and develop a stronger client-centered organization.

- **Technical Assistance for Performance Enhancement.** In consultation with the counties, the WDC, U.S. Department of Labor – Region VI and Social Policy Research (SPR), the WDD planned and coordinated SPR's technical assistance provided in February 2004 to the four local areas and their one-stop operators to improve performance in adult and dislocated worker programs. The goals of this technical assistance were to (a) develop an understanding of the performance measures among the program staff and service providers; and (b) explore strategies for case managers to enhance performance. Case managers from each county were trained to focus on performance issues during the life cycle of a participant and identify operational procedures that improve performance. Program managers were included in the training to learn how to analyze program data and develop appropriate corrective actions.
- **Incentive Awards.** The WDC implements the incentive award policy for regional cooperation and local coordination, based on the Baldrige criteria. This year, the WDC simplified the application criteria in view of the significantly reduced funding for this award. It was evident that local areas that took advantage of the Baldrige coaching and additional training/technical assistance provided in the past showed increased competency in preparing their applications. The scores attained by each local area for the PY 2003 incentive awards were 91.94 (Honolulu), 75.39 (Maui), 71.56 (Hawai'i County) and 61.56 (Kaua'i).
- **Eligible Training Providers.** Because procedures for the solicitation of Eligible Training Providers (ETP), short-term programs, and long-term programs were finalized in 2002, it was not necessary for the ETP Workgroup to meet as often as in prior years. There were 75 eligible training providers offering 983 programs in the State over the past year. The primary activities in PY 2003-2004 included:
  - (a) Maintenance and update of the Hawaii Consumer Report Card System (CRCS) and ETP information;
  - (b) The acquisition and configuration of a server for the CRCS. This allowed the development of a new dynamic web site, [www.hawaiiicrcs.org](http://www.hawaiiicrcs.org), which was launched on July 1, 2003;

- (c) The incorporation into CRCS of a third category of programs called “Other Programs” in addition to the listing of WIA-eligible long-term and short-term programs. “Other Programs” include programs approved for ETF (Employment & Training Fund) and Veterans Training; and
  - (d) Verification of student records and information submitted for performance measures by the training providers. Findings and recommendations were provided in a report to the WDD and WIBs.
- **Incumbent Workers.** Local boards conducted a variety of incumbent worker projects:
    - Hawaii:* Sixty-three employees trained; 134 training sessions completed; 134 businesses and agencies involved in the project.
    - Kaua`i:* One hundred and five employees trained; 45 certificates earned; 33 businesses and agencies involved in the project.
    - Maui:* One hundred and sixty six employees trained; 23 certificates earned; 195 businesses and agencies involved in the project.
    - Oahu:* Nine employees trained; nine occupational certificates earned; six businesses involved in project.
  - **Pre-apprenticeship Project.** The WDC contracted with the Employment Training Center of the University of Hawai`i to test a remedial training system that would significantly increase the success rate of Hawai`i applicants for apprenticeships in the construction industry. The Oahu WIB coordinates the project. Between the state’s construction boom and the aging construction workforce, more than 2,500 new individuals per year need to be trained to fill anticipated vacancies. However, recent experience indicates that 40-50% of the new apprenticeship applicants fail to successfully pass the required Industry Entry Tests administered by the unions. An eighth grade level in mathematics is needed to pass the Carpenters’ and Plumbers’ tests targeted by this project.

Three hundred apprenticeship applicants took the voluntary four-hour refresher workshops prior to taking the Industry Entry Test. In Spring 2004, the Plumbers’ historical pass rate of 50% increased to 72%, and the Carpenters’ historical pass rate of 60% increased to 71%. The pass rate for those Carpenter applicants who took the refresher workshops was 90%, compared to 54% for those who did not. Refresher workshops are continuing, and a 14-hour remedial course will also be available.



## LEADERSHIP AND PRIORITIES

The private sector leads WIA implementation at both the state and local levels.

### WORKFORCE DEVELOPMENT COUNCIL

The Hawai'i State Workforce Development Council has both state and federal responsibilities. The 31-member council is constituted to meet the WIA requirements for the WIA State Workforce Investment Board. The WDC is the Governor's WIA policy advisor that plans, coordinates and oversees the provision of WIA services. The *ex officio* members include:

- The Governor or the Governor's representative.
- The directors of labor and industrial relations (the Governor's designee for workforce development matters), human services, and business, economic development, and tourism; the superintendent of education; and the president of the University of Hawai'i;
- Four members of the legislature, two from each house, appointed by the appropriate presiding officer of each house; and
- Two mayors (appointed by the Governor).

The other members are all appointed by the Governor and include:

- The Chairperson from the private sector;
- Fifteen other private sector representatives from business, including at least one member from each of the four county workforce investment boards;
- One representative from a community-based native Hawaiian organization that operates workforce development programs; and
- Two representatives from labor.

By state and federal law, one of the members must also sit on the State Vocational Rehabilitation Council. By state law, three of the private sector members must also sit on the Career and Technical Education Coordinating Advisory Council (CATECAC), which is advisory to the Board of Regents for the University of Hawai'i.


WDC has adopted two documents to guide state workforce development policy:

- The "umbrella" Hawai'i Workforce Development Strategic Plan
- The State Workforce Investment Act five-year Plan required by WIA

### **LOCAL WORKFORCE INVESTMENT BOARDS**

The Governor designated the four major counties as local workforce investment areas. Together with the Mayors, the Local Workforce Investment Boards (LWIBs) in each county are the front-line implementers of the WIA. The Mayors appoint the LWIBs in their respective counties. In cooperation with the Mayor, each LWIB has appointed a Youth Council to plan and oversee youth activities. The LWIBs select and monitor the One-Stop operators, training providers, and youth providers. They have adopted five-year WIA plans, which must include Memoranda of Understanding (MOUs) between the county and the One-Stop partners. The LWIBs also submit annual WIA plans and budgets to the Workforce Development Division (WDD) of the Department of Industrial and Labor Relations, which administers the WIA funds for the state.


## **Hawai'i County Workforce Investment Board**

<b><i>Grant Recipient</i></b>	The County Council of Hawai'i passed Ordinance No. 0043, which created the Hawai'i County Workforce Investment Board and the Hawai'i County Youth Council for the purposes of the WIA program.
<b><i>LWIB Staff</i></b>	On behalf of the County of Hawai'i, the County Office of Housing and Community Development (OHCD) oversees WIA program services throughout the county and provides staff services to its workforce investment board and youth council.
<b><i>Fiscal Agent</i></b>	The County of Hawai'i is the fiscal agent.
<b><i>One-Stops</i></b>	<p>The One-Stop operator is a 16-agency consortium of mandatory partners, led by the DLIR's Workforce Development Division (WDD). The WDD office in Hilo houses the Big Island Workplace Connection. WDD offices in Kona and Honokaa serve as satellite One-Stop Centers.</p> <div data-bbox="878 770 1073 976"></div> <p>Big Island Workplace Connection</p>
<b><i>Providers</i></b>	The Hawai'i Branch of WDD operates the WIA Adult and Dislocated Worker programs. The Salvation Army serves both in-school and out-of-school youth populations. As of July 1, 2004, the Hawai'i County WIB has 11 Long-Term on-island eligible training providers who offer 63 Long-Term eligible training programs.
<b><i>LWIB Committees</i></b>	<p>In addition to its Youth Council, the Hawai'i County WIB has committees on:</p> <ul style="list-style-type: none"><li>• Program Oversight</li><li>• Program Outreach</li><li>• Planning</li><li>• Membership</li><li>• Executive</li></ul>
<b><i>2003-04 Priorities</i></b>	<p>This past year, the Hawai'i County WIB has concentrated on:</p> <ul style="list-style-type: none"><li>• Emerging Industries</li><li>• Marketing of the Program Services</li><li>• Planning/Implementing Solutions to Workforce Development Issues/Barriers</li></ul>

### **Success Stories - Hawai'i County**

- Interested in obtaining a high school diploma, Pamela was referred to WIA by her Food Stamp Counselor. Introduced to heroin at age twelve, Pamela had an 18-year addiction to drugs and alcohol. At enrollment, Pamela resided in a support home with former addicts. She had been recovering from substance abuse for six months. Pamela was placed into Adult Basic Education and Competency Based High School Diploma programs simultaneously. Within days of starting the classes, Pamela took care of the barriers that could alter her goals. After six challenging months, Pamela is now a high school graduate with a certificate of completion from Kealahou High School. Reunited with her children, Pamela dropped 14 pounds, quit smoking, found a part-time job as an Outreach Worker and celebrates one year of sobriety and being drug free.
- Tiffany was enrolled in the WIA Dislocated Worker Program. She is a married mother of two children and was laid off from employment as an administrative assistant. She had exhausted all funding with Alu Like before coming to the Big Island Workplace Connection (BIWC) for assistance. Initially, Tiffany wanted to complete her associate degree in Information Technology Science at the Hawaii Community College (HCC) to pursue a career where she would be utilizing her computer skills. After completing one semester at HCC, which was funded by WIA, Tiffany realized that she really needed to get back to full time working in order to help support her family. She wanted to focus her training on specific computer programs that she could use to find work. After completing several computer classes at the Technology Resource Institute, she used the Resource Center to prepare her resume and view job listings. Tiffany was referred to a job opening at Clinical Laboratories. She was hired through the On-the-Job Training Program (OJT) and after successfully completing the training, she was offered full time, unsubsidized employment. To help her to be more successful in her position, WIA program funds paid for her courses in Medical Terminology and Coding, and Compliance for Medical Office. Tiffany is still employed with Clinical Laboratories of Hawaii today and has become an extremely valuable asset as a Customer Service Clerk.


## **Kaua`i Workforce Investment Board**

<b><i>Grant Recipient</i></b>	On behalf of the County of Kaua`i, the County Office of Economic Development provides leadership for workforce development initiatives, oversight of WIA implementation, administration of WIA activities including monitoring (program and fiscal) and reporting requirements. It also provides staff support to the Kaua`i Workforce Investment Board (WIB).
<b><i>LWIB Staff</i></b>	
<b><i>Fiscal Agent</i></b>	The County of Kaua`i, Office of Economic Development is the fiscal agent.
<b><i>One-Stops</i></b>	<p>The One-Stop Operator is a ten-agency consortium, led by the DLIR's Workforce Development Division (WDD). The WDD office in Lihue houses WorkWise! – Kaua`i's One-Stop Job Center.</p> 
<b><i>Providers</i></b>	The Kaua`i Branch of WDD operates the WIA Adult and Dislocated Worker programs. The Hawaii National Guard operates the Youth program. The Kaua`i WIB has three eligible training providers who offer dozens of short- and long-term training programs.
<b><i>LWIB Committees</i></b>	<p>In addition to its Youth Council, the Kaua`i WIB has committees on:</p> <ul style="list-style-type: none"><li>• Marketing</li><li>• Ad hoc</li><li>• WorkWise! Consortium</li><li>• KWIB Executive Committee</li><li>• Finance/Program</li></ul>
<b><i>2003-04 Priorities</i></b>	<p>This past year, the Kaua`i WIB has concentrated on:</p> <ul style="list-style-type: none"><li>• Increasing employment opportunities for ex-offenders</li><li>• Providing incumbent worker training</li><li>• Aligning investments with the needs of strategic industries</li><li>• Planning for co-locating partners at a County facility</li><li>• Surveying industry training needs</li><li>• Improving youth service and outcomes</li><li>• Offering staff professional development and training</li></ul>

## Success Stories – Kauaʻi County

- Karen was a 44-year-old woman who had been in and out of prison for several years. She knew she would face obstacles because of her incarceration but was prepared to overcome them in the job search process. Karen qualified for the WIA Adult program and expressed interest in doing clerical work in the hotel industry. Because she had been out of the workforce for several years, Karen attended classes to brush up on her life skills. Her instructor was very impressed with her attitude towards change and willingness to make those changes. Karen reported that the weekly group sessions were helping her to cope and understand what her future would be like if she stayed on the right path. Because of her change in attitude and determination, she was asked to be a speaker for a support group on Oahu. Her case manager made some contacts with a hotel to explore some potential job openings. Within a week, Karen was hired to an on-call position that could eventually lead to a part-time position with benefits. Three months after that initial placement, Karen moved on to a part-time position with benefits and she hopes to be with this company for a long time. Karen mentioned that her “former” friends who had an unhealthy influence on her in the past have been contacting her to start hanging out again. Karen is determined to refuse their invitations to go back to that life. Congratulations, Karen!
- Lina, a 58-year-old widow, enrolled in the WIA dislocated worker program after being laid off from a dental practice where she had been an office manager for over ten years. She had never used computers because everything was done manually in that office. She needed extensive assistance in computer training and job search skills. In addition to her starting over again in her career, she also had to endure recent losses of her husband and closest sister. Being a survivor, she worked hard and attended all the necessary classes to get her up to speed. She had wanted to stay in the medical area but she had a long and competitive path ahead of her. After completing the necessary classes, she found a part-time Office Manager position with a chiropractor, where she computerized the practice. She continued to search for full-time work and found a full-time Secretary position at a construction company with an On-the-Job Training (OJT) contract set up by her counselor with the employer. Lina worked there for the duration of the contract but was to be temporarily laid off due to lack of company funds and was told that she would be called once funding could be arranged. Due to the uncertainty of reemployment, Lina was back to the job search path again. After many trials and fruitless applications, Lina called to inform her counselor that she was to start her “ideal full-time job” with benefits at a medical-related company. She went to the interview and found that she liked the people and environment at the office which reminded her of happier times at the office she managed for over ten years. Lina was offered that job immediately and she promptly accepted. At present, Lina is still employed as the Office Manager and Receptionist with the hearing care company and is happy as can be...just like it used to be.

## **Maui Workforce Investment Board**

<b><i>Grant Recipient</i></b>	Maui County's Office of Economic Development (OED) serves as the grant recipient for the County's WIA funds and has responsibility for monitoring and oversight of the implementation of WIA programs with the guidance of the Maui County Workforce Investment Board (MCWIB). The OED serves as staff to the MCWIB and its Youth Council, as the liaison between the Mayor and MCWIB on WIA issues, and Mayor Arakawa's representation on the State's Workforce Development Council.
<b><i>LWIB Staff</i></b>	
<b><i>Fiscal Agent</i></b>	Maui County's OED is the fiscal agent.
<b><i>One-Stops</i></b>	The One-Stop operator is a four-agency consortium, led by the DLIR's Workforce Development Division (WDD). The WDD (WorkSourceMaui) offices in Wailuku and Kaunakakai (Molokai) are Maui's One-Stop Centers. Lana'i residents are serviced by WDD's Wailuku office. A satellite One-Stop site is set up once a month in Lahaina at the State Department of Health's Comprehensive Health Center.
	
<b><i>Providers</i></b>	WorkSourceMaui is the service provider for the WIA Adult and Dislocated Worker Programs. UH/MCC is the service provider for the WIA Youth Program. Both agencies provide services to all three islands within the County of Maui. The County has ten eligible training providers who offer 103 eligible training programs.
<b><i>Youth Opportunity</i></b>	Molokai is the recipient of a national discretionary Youth Opportunity Grant (YOG) made available through the USDOL, Employment and Training Administration. The County of Maui serves as the grant recipient for this program and oversees the implementation of this project, with assistance from the Maui County Youth Council. The County has contracted with the Moloka'i Community Service Council (MCSC) to implement this program on Molokai.
<b><i>LWIB Committees</i></b>	In addition to its Youth Council, the Maui County WIB has committees on Awareness; Accountability; Board Development; Alignment; and Access.
<b><i>2003-04 Priorities</i></b>	<p>This past year, the Maui WIB has concentrated on:</p> <ul style="list-style-type: none"> <li>• Youth programs and development</li> <li>• Outreach and branding efforts for WorkSourceMaui</li> <li>• Focus on employer/employee needs identified by the Needs Assessment Survey</li> <li>• Implementation of the MCWIB's Strategic Planning</li> </ul>

### Success Stories – Maui County

- A partnership between the Maui Economic Opportunity, Inc. and the WorkSource Molokai began in July 2003 to bring CDL B training to Molokai. Interest in the training program was overwhelming, with more than 50 individuals expressing interest. WorkSource Molokai was able to fund six trainees through the WIA training funds. Alana, a 21 year-old woman has always been interested in non-traditional jobs such as auto mechanics and equipment operator. Her ultimate goal is to enter the Police Academy. With the assistance from WorkSource Molokai, Alana enrolled in MEO's CDL training program, which consisted of 96 hours to prepare the students to successfully take and pass the Class B with air brake and passenger endorsements. Following successful completion and graduation from the program, Alana relocated to Oahu and secured part-time employment as a school bus driver. In April 2004, she became a full-time employee with Courier Corporation Hawaii delivering documents. This is an excellent example of community partnership that benefits all parties who are involved, namely the participants, the MEO and WDD.
- Cledwyn was hired by Arthur's Limousine Service as a Type 3 licensed driver with a rate of pay of \$8.00/hour when he came to inquire about services offered by WorkSource Maui. He expressed interest in obtaining a CDL license to increase his employability and to enhance his career advancement. During his initial assessment, Cledwyn was found to be underemployed and met economic criteria that made him eligible to receive training paid for under the WIA program. His employment goals were to obtain a higher level position in the transportation field. Cledwyn was enrolled in the CDL's training program that involved four weeks of in-class instruction, written exams and a driving test. After completing the program, Cledwyn was promoted to a CDL Limo Driver position with his current employer and due to his success in obtaining his CDL license, he is currently earning a wage of \$17.50 an hour. Way to go Cledwyn!
- After graduating from high school, eighteen-year-old Ma'ake worked intermittently at various unskilled labor and outdoor work. Ma'ake soon realized that he didn't want to do labor work for the rest of his life. Ma'ake's manager referred him to the Ku'ina Program for help in enrolling at the Maui Community College (MCC). Ma'ake participated in Ku'ina's "Success Program" which included activities and training that helped students succeed in college. Ma'ake's career goal was to establish his own web design business. Ku'ina also secured a part-time position for Ma'ake at the MCC's Learning Center where he received training in computer hardware maintenance and software installation and use. The Ku'ina Program also referred Ma'ake to a summer training program where he was hired to assist the trainer. Ma'ake completed his first semester in college with a 3.57 grade point average! Ma'ake says that being surrounded by people who have encouraged and supported him helped him to recognize and believe that he can succeed in college and achieve his goal. Ma'ake's word of advice to other young people is, "Don't be afraid to fail trying."



## **O'ahu Workforce Investment Board**

<b><i>Grant Recipient</i></b>	The City & County of Honolulu's Department of Community Services (DCS) has been designated as the grant recipient for the city's WIA funds.
<b><i>LWIB Staff</i></b>	OWIB staff are DCS employees.
<b><i>Fiscal Agent</i></b>	The DCS administers the WIA funds.
<b><i>One-Stops</i></b>	<p>The OWIB designated a consortium as its operator in December 1999. The consortium is comprised of two non-profit and two government partners: ALU LIKE, Inc., the Honolulu Community Action Program (HCAP), the DLIR's Workforce Development Division (WDD), and the DCS' WorkHawaii program. WorkHawaii is the consortium's lead agency. The consortium opened the doors of its Oahu WorkLinks One-Stop Centers on July 1, 2000. These centers provide island-wide coverage with locations in downtown Honolulu, Kalihi-Palama, Makalapa, Kapolei, Waipahu, Waianae, Waialua, and Kaneohe.</p>
<b><i>Providers</i></b>	<p>The consortium operates the WIA Adult and Dislocated Worker programs. The OWIB has more than 40 on-island eligible training providers that can deliver over 400 approved training programs. The OWIB contracted with six youth service organizations to provide eight programs. For 2003 – 2004, HCAP serves both in- and out-of-school youth. The City's Office of Special Projects and Koolauloa Educational Alliance Corp. serve in-school youth; Alu Like operates two in-school youth programs, including one for ex-offenders; the Boys and Girls Club and Goodwill serve out-of-school youth.</p>
<b><i>LWIB Committees</i></b>	<p>In addition to its Youth Council, the OWIB has the following standing committees:</p> <ul style="list-style-type: none"><li>• Executive</li><li>• Quality Assurance</li></ul> <p>All other committees are convened on an adhoc basis.</p>
<b><i>2003-04 Priorities</i></b>	<p>This past year, the OWIB's concentrations were:</p> <ul style="list-style-type: none"><li>• Identify and integrate existing workforce assets into a continuum of services for youth through adulthood</li><li>• Expand awareness and support for workforce development activities</li><li>• Improve funding resources to increase the scope and reach of workforce development services and activities</li><li>• Identify workforce needs in target industry sectors</li><li>• Expand and maintain strong relationships with key partners</li><li>• Build accountability systems to measure outcomes and promote continuous improvement</li><li>• Increase customer satisfaction through improvements in the delivery of services</li></ul>

### **Success Stories - Honolulu County**

- Anne was a Dislocated Worker. All her experiences were in the janitorial field. When she got laid off, she wanted to pursue her long-time dream of becoming a Nurse's Aide or a Care Giver. Anne did not know of WIA services. She went to school to be trained as a Certified Nurse's Aide (CNA), paying her own tuition. After obtaining her certification, she was confronted with the challenge that hospitals required at least six months to a year of work experience. She could not find a job without that experience and was forced to apply for welfare to support her family. To help Anne meet the minimum experience requirement for a position as a CNA, Oahu WorkLinks assisted Anne with work experience at Wahiawa General Hospital. After gaining sufficient experience, Anne thought of a Care Giver position where she could work at home, be with her children and earn enough income to get off of welfare. To become a Care Giver was a long process. Anne was required to get her GE license as a Self Employed Adult Care Giver, meet certain home requirements and pass State Inspection. Finally she had her first patient in October 2003. Anne truly appreciates all the assistance that Oahu WorkLinks and State welfare agencies gave her. Without everyone's assistance, Anne could still be on welfare.
- Peter, an ex-offender, had not worked in three years when he was referred to Oahu WorkLinks. He was placed in a Customer Service/Sales Representative position where he makes \$7.50/hour. Working with people has taught Peter social skills and patience, traits that will come in handy as he prepares for his career as a Substance Abuse Counselor. Peter's job performance has consistently been rated as 'superior' throughout his training period. Due to the flexibility of his hours and the employer support, Peter has been able to pursue his master's degree full-time while also working full-time. The employer support outside regular work hours has allowed Peter to obtain and enhance his computer skills for both professional and personal growth.

## PERFORMANCE ASSESSMENTS AND OUTCOMES

WIA emphasizes continuous improvement and customer satisfaction, as the Congressional "investors" of WIA funds in the workforce development system expect to see measurable outcomes that are defined in each individual's service plan. Therefore, performance levels are expected to improve for the following core indicators. The following figures represent Hawai'i's negotiated performance levels for PY 2003-2004.

Core Indicator	Adults	Dislocated Workers	Youth Age 19-21
1. Entered Employment Rate	71%	76%	68%
2. Employment Retention Rate	84%	88%	78%
3. Average Earnings Change (quarterly earnings)	\$3,810 average increase in wages	98% of former wages	\$3,000 average increase in wages
4. Percent of those receiving WIA training services who a) entered employment <u>and</u> b) earned a credential for educational or occupational skills	50%	50%	33%
5. Percent of youth receiving WIA services who a) entered post-secondary education, advanced training or unsubsidized employment <u>and</u> b) earned a credential for educational or occupational skills	N.A.	N.A.	56%

Core Indicator	Youth Age 14-18
6. Percent of skill goals attained by youth. Skill goals are the basic, work readiness, and/or occupational skills that are defined in each individual's service plan.	73%
7. Percent of youth who attained a high school diploma or its equivalent.	56%
8. Retention rate for youth who, after attaining their diplomas or equivalents, entered post-secondary education, advanced training, military service, employment, or qualified apprenticeships.	53%
	<b>For All WIA Participants</b>
9. Customer satisfaction of participants	80%
10. Customer satisfaction of employers	69%

## **STATE EVALUATION STUDIES OF WORKFORCE INVESTMENT ACT ACTIVITIES**

State evaluations of workforce investment activities are taking place through the application of the Malcolm Baldrige criteria and implementation of the state evaluation plan.

Hawai'i is aligning with the USDOL's model for continuous improvement; that is, adherence to Malcolm Baldrige key quality concepts. Simultaneously, it is also laying the building blocks for performance results that follow as LWIBs concentrate on Customer Focus and Understanding, and strengthen Leadership, Strategic Planning, Information and Analysis, Human Resource Excellence, and Process Management systems.

Section 134(a)(2)(B)(iii) of WIA requires that the State provide incentive grants to local areas for regional cooperation among local boards, for local coordination of activities under the Act, and for exemplary performance by local areas on the local performance measures.

A total of \$50,000 in PY2003 WIA state level (15%) funds were set aside for incentive awards. The WDC decided to award 50% (\$25,000) of the incentive funds to local areas that use Malcolm Baldrige principles to achieve regional cooperation and/or local coordination.

The application for PY2003-2004 consisted of narratives from the LWIBs regarding their WIA activities involving a) regional cooperation and/or b) local coordination between July 1, 2003 and June 30, 2004.

## **Statewide Youth Evaluation Study**

The purpose of the WDC's youth evaluation study was to determine how effectively WIA youth services are being delivered by answering these questions:

- (1) How effectively and accurately have the objective assessments been carried out to assess academic levels, skill levels and service needs of the youth participants and how did they relate to the service plan?
- (2) Did the service strategies developed identify employment goals, appropriate achievement objectives, and appropriate services for the participant, in alignment with the results of the assessments conducted?
- (3) Are the ten WIA required youth elements being delivered satisfactorily?

The evaluation study was contracted to the Research and Statistics (R&S) Office of the DLIR, and it took place during November 2003 to March 2004. The primary method of data collection was through personal interviews and on-site visits. Interviews were conducted using four different types of questionnaires respectively for service providers, youth participants, youth council members, and local area monitors on Oahu and Maui. The service providers interviewed included both out-of-school and in-school youth services. Both program administrators/managers and counselors/case managers were interviewed.

The findings from this study showed that Hawaii is adequately meeting the WIA requirements. Best practices noted from the study included success in partnerships and collaboration, community involvement, innovative operations and effective staffing and training.

The R&S recommended that service providers use more comprehensive and objective instruments. It was difficult to determine if the assessments are correlated with the service goals. Additionally, most assessments were aimed for academic skill levels and supportive services while occupational interest assessments seem to be lacking.

The R&S also recommended a monitoring model based on a validation-interview approach that should include a comprehensive review of case files, checking for the full range of the youth experience and performance, from recruitment, registration, assessment, individual service strategy, to the point where services were received. To follow up on this recommendation, a more comprehensive monitoring guide is being developed for future use.

## **Expenditure**

Hawai'i spent 68.15% of its allocated Dislocated Worker funds, 63.48% of its Youth allocation, and 64.49% of its Adult allocation. The cost categories for statewide administration and allowable activities together expended \$2,619,872. This amount was 64.14% of the total funds allocated for such purposes.

### **A Look at Cost Per Participant**

With minimal carried over funds, coupled with the reduction in overall allotments, the local areas had to reduce the number of participants served this year to avoid running out of funds. The adult's cost per participant is \$888.44, which is about 26% higher than last year's cost (\$704.54). This year's cost per dislocated worker is \$684.14, and the cost per youth is \$754.70. While this year's per participant cost for the youth did not change a lot from last year's (\$732.89), the per participant cost for dislocated workers increased by 55% compared to last year (\$441.79).

## ANALYSES OF PERFORMANCE MEASURES RESULTS BY TABLE

**Table A: Customer Satisfaction**

### *Employer Customer Satisfaction*

The population (frame) from which the sample was drawn was 9,918 for employers. The employer sample size was 834. Employer response rate was 83.21 percent, based on 694 completed interviews. Hawai'i's statewide American Customer Satisfaction Index (ACSI) score for WIA employer customers is 71.97, which is above the performance target of 69. Employer customers mentioned these concerns most often: the pool of applicants was small or there were no referrals; applicants were not qualified/overqualified; referrals failed to apply or follow through.

### *Participant Customer Satisfaction*

The population (frame) from which the sample was drawn was 715 for WIA participants. The participant sample size was 708. WIA participant response rate was 71.19 percent, based on 504 completed interviews. This response rate improved by 13.48% from last year's response rate, resulting in the State's meeting the 70% response rate requirement this year. Hawai'i's statewide ACSI score for WIA participants is 82.89, which exceeded the performance target of 80. Participants mentioned concerns in these categories most often: inadequate counseling/inexperienced counselors; reduction in funded services resulting in lack of resources to meet specific needs; process was too slow due to extensive paperwork and restrictions.

The response rate improved this year due to the following continuing efforts over the past two program years:

- WDD added staff to conduct telephone surveys on an as-needed basis.
- WDD scheduled telephone surveys during evening hours for clients who are not available during the normal workday hours.
- Local areas cooperated actively and continually with WDD's request to update contact information of participants who had wrong or disconnected telephone numbers or were not at the listed address. Whenever possible, they inputted two telephone numbers into the America's One Stop Operating System (AOSOS); a primary and an alternate number of a friend or relative who would likely keep in touch with the client at all times.
- Surveyors participated in meetings and workshops with WIA administrators and line staff to continually emphasize the importance of entering accurate data into the management information systems and conveying to clients the importance of participating in follow-up surveys. In turn, the local areas ensured accurate and up-to-date data entry into the AOSOS.
- Surveyors also encouraged clients to participate in the survey when in direct telephone contact.

#### **Table B: Adult Program Results**

All four measures of the Adult program exceeded the negotiated performance levels. The State continues to fine tune and improve the infrastructure and electronic communication tools to increase the effectiveness of the eligible training programs.

#### **Table C: Outcomes for Adult Special Populations**

Despite the decrease in the number of participants served compared to last year, the Temporary Assistance to Needy Families (TANF) recipients remained the largest adult special population receiving WIA services. Not many individuals with disabilities nor veterans were served. The TANF recipients enjoyed the most success in all four outcomes compared to their counterparts among the adult special populations who received WIA assistance.

#### **Table D: Other Outcome Information for the Adult Program**

The number of individuals exiting who had received training services this year (467) decreased by 48% compared to last year (906). No significant difference was shown in the entered employment and employment retention rates between the adults who received training services and those who received only core and intensive services. Adults who received training experienced a higher earnings change in six months, compared to those who received only core and intensive services.

#### **Table E: Dislocated Worker Program Results**

The entered employment and the credential outcomes exceeded the negotiated levels while the other two measures for dislocated workers fell within 80% of the negotiated levels. The State's recovering economy seems to be helping the dislocated workers to land jobs more quickly. The State's requirement for the eligible training providers to award credentials to qualifying participants continued to improve the credential rate this year.

#### **Table F: Outcomes for Dislocated Worker Special Populations**

Similar to last year, not many individuals with disabilities nor displaced homemakers were served. Besides that, the number of veterans served (122) decreased by 48% compared to last year (233). Nevertheless, compared to last year, except for the earnings replacement rate for individuals with disabilities, where it dropped by 13.5% this year, all other measures for all groups saw an improvement ranging from 1.2% to 24.7%. In terms of the employment and credential rate, all three groups exceeded the negotiated level.



#### **Table G: Other Outcome Information for the Dislocated Worker Program**

There is no significant difference in entered employment and employment retention rates between the individuals who received training services and those who received only core and intensive services. Close to six percent more of the dislocated workers who received training services enjoyed higher earnings replacement than those who received only core and intensive services.

#### **Table H: Older Youth Results**

The older youth credential rate was within 80% of the negotiated level while the other three measures exceeded the negotiated levels. Besides exceeding the negotiated levels this year, the entered employment rate improved by 11.5%, and the earnings changed by \$306.44 compared to last year's results. The recently renegotiated older youth earnings change measure proved to be more reasonable and attainable for the State.

#### **Table I: Outcomes for Older Youth Special Populations**

The out-of-school youth outcomes mirrored the older youth outcomes as a whole. For the Temporary Assistance to Needy Families (TANF) population, the entered employment and employment retention rates were at least 8% lower than for the out-of-school youth group and the earnings change was considerably higher. The earnings change outcome for the TANF population may be more a reflection of lower pre-program earnings than higher post-program earnings. The credential rate for out-of-school youth dropped by 7.4% compared to last year's results for the same population.

#### **Table J: Younger Youth Results**

All younger youth outcomes were within 80% of the negotiated levels. The State is working on tightening the transition process to ensure all participants are followed through in a seamless manner. The skill attainment rate, though significantly lower than last year, improved considerably toward the end of this reporting year due to prompt rectification done in the data entry at the local area level. The actions taken by the State to improve this measure are described on Page 1 of this report.

#### **Table K: Outcomes for Younger Youth Special Populations**

Compared to last year, about 21% more skill goals were set for out-of-school youth and 33% less skill goals were set for youth who received public assistance this year. Overall the attainment of goals in all three populations dropped quite significantly compared to

last year (the drop ranged between 9.1% and 21.6%). The group of individuals with disabilities was the only population that met the negotiated level for diploma or equivalent attainment rate, whilst the group of individuals who received public assistance was the only group that met the retention rate compared to their peers in other populations.

#### **Table L: Other Reported Information**

For the most part, the information in this table mirrors that of the other tables. The information for participants in non-traditional employment (i.e. participants entering occupations or fields of work for which individuals from one gender comprise less than 25%) shows that hardly anybody is opting for employment in non-traditional fields.

#### **Table M: Participant Levels**

A total of 5,352 WIA participants were served in PY 2003-2004. Compared to the 9,695 customers served in PY 2002-2003, this year's number reflects a 45% decrease in the total number of customers served under WIA. This decrease was caused by the reduction in funding available for all programs.

The number of younger youth exiters increased compared to last year (from 516 last year to 588 this year) compared to the number of exiters in other programs. This may be due to previous year's registrants now beginning to complete their long-term service strategies.

Youth Councils report that it costs approximately three times more to serve an older youth than a younger youth, and this shows in the relatively low number of older youth participants. Nevertheless, the local areas need to make a greater effort to find and serve these 19- through 21-year-olds.

#### **Table N: Cost of Program Activities**

See cost discussion on page 17.

#### **Tables O: Local Performance**

1. None of the local areas met all of their negotiated performance measures.
2. This year, the State continues to see a drop in the overall number served in all programs due to decreased funding. Hawai'i County was the only local area that increased the number of youth participants served compared to last year (from 347 youth served last year to 374 youth served this year). The exit rate of younger youth

participants in Kauaʻi increased from 34% last year to 90% this year. Honolulu exited 50% fewer older youth participants this year as compared to last year (from 72 exiters to 35 exiters).

3. Compared to last year, Honolulu was the only local area that enjoyed an increase in the exit rate for adults (from 48% last year to 71% this year). Except for Hawaiʻi County, all other areas saw an increase in the exit rate for dislocated workers by at least 16% this year.
4. Among all local areas, Maui has shown the most significant increase in adult earnings change outcome, from \$1,573.06 last year to \$2,419.07 this year. Kauaʻi has shown the largest increase in dislocated worker earnings replacement rate, from 91.7% last year to 104.9% this year.
5. For the credential/diploma rates, Maui was the only county that exceeded the negotiated levels in all of the programs, with a 100% achievement in the younger youth credential rate. For the second consecutive year, Kauaʻi was the only local area that failed to meet the negotiated levels for all programs for this measure. This may have been due to the transition of the youth program from Kauaʻi Community College (KCC) to the National Coast Guard, which caused the delay in program offering. Also, this challenge may have been due to the Kauaʻi local area's lack of sufficient training providers and the fact that KCC is often forced to cancel classes due to an insufficient number of students.
6. All counties except for Honolulu met the 80% of or exceeded their younger youth skill attainment measures. Honolulu's outcome was 69% of the goal. In previous years, some youth service providers had not been documenting the skill attainment in a timely manner (counted upon exit instead of upon attainment of skill goal), causing low skill attainment rates. This year, the service providers were once again reminded that (a) the skill goals should only be set for skills that can be achieved within one year's time; and (b) the skill attainment should be documented and counted upon immediate attainment of the skills, not waiting until exit.

## **Workforce Appendices**

**Table A - Workforce Investment Act Customer Satisfaction Results**  
January 1, 2003 – December 31, 2003

<b>Customer Satisfaction</b>	<b>Negotiated Performance Level - ACSI</b>	<b>Actual Performance Level - ACSI</b>	<b>Number of Customers Surveyed</b>	<b>Number of Customers Eligible for the Survey</b>	<b>Number Included in the Sample</b>	<b>Response Rate</b>
<b>Participants</b>	80	82.89	504	715	708	71.19%
<b>Employers</b>	69	71.97	694	9,918	834	83.21%

**Table B - Adult Program Results At-A-Glance**

October 1, 2002– September 30, 2003

\* April 1, 2002 – March 31, 2003

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Entered Employment Rate</b>	71%	73.3%	724
			988
<b>Employment Retention Rate *</b>	84%	85.3%	1,351
			1,583
<b>Earnings Change in Six Months *</b>	\$3,810.00	\$3,849.11	\$5,985,363.00
			1,555
<b>Employment And Credential Rate</b>	50%	57.5%	487
			847

**Table C - Outcomes for Adult Special Populations**

October 1, 2002– September 30, 2003

\* April 1, 2002 – March 31, 2003

<b>Reported Information</b>	<b>Public Assistance Recipients Receiving Intensive or Training Services</b>		<b>Veterans</b>		<b>Individuals With Disabilities</b>		<b>Older Individuals</b>	
<b>Entered Employment Rate</b>	67.4%	120	78.6%	33	53.3%	8	71.2%	37
		178		42		15		52
<b>Employment Retention Rate *</b>	87.4%	257	75.5%	37	75.0%	9	86.5%	45
		294		49		12		52
<b>Earnings Change in Six Months *</b>	\$14,033.56	\$4,069,731.00	\$4,578.92	\$224,367.00	\$2,131.33	\$19,182.00	\$3,182.18	\$159,109.00
		290		49		9		50
<b>Employment And Credential Rate</b>	52.5%	85	50.0%	20	31.6%	6	43.2%	16
		162		40		19		37

**Table D - Other Outcome Information for the Adult Program**

October 1, 2002– September 30, 2003

\* April 1, 2002 – March 31, 2003

<b>Reported Information</b>	<b>Individuals Who Received Training Services</b>		<b>Individuals Who Received Only Core and Intensive Services</b>	
<b>Entered Employment Rate</b>	73.1%	467	73.6%	257
		639		349
<b>Employment Retention Rate *</b>	85.5%	883	85.1%	468
		1,033		550
<b>Earnings Change in Six Months *</b>	\$4,213.08	\$4,246,781.00	\$3,178.39	\$1,738,582.00
		1,008		547
<b>Employment And Credential Rate</b>	57.5%	487	-	0
		847		0

**Table E - Dislocated Worker Program Results At-A-Glance**

October 1, 2002– September 30, 2003

\* April 1, 2002 – March 31, 2003

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	76%	78.4%	1,353
			1,725
Employment Retention Rate *	88%	86.3%	1,834
			2,124
Earnings Replacement Rate in Six Months *	98%	87.0%	\$22,488,590.00
			\$25,857,952.00
Employment And Credential Rate	50%	61.2	588
			961

**Table F - Outcomes for Dislocated Worker Special Populations**

October 1, 2002– September 30, 2003

\* April 1, 2002 – March 31, 2003

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	71.3%	87	63.2%	12	72.3	172	-	0
		122		19		238		0
Employment Retention Rate *	83.8%	124	100.0%	12	85.0%	210	-	0
		148		12		247		0
Earnings Replacement Rate *	105.3%	\$1,792,059.00	131.4%	\$131,861.00	67.7%	\$2,432,256.00	-	\$0.00
		\$1,701,808.00		\$100,365.00		\$3,591,516.00		\$0.00
Employment And Credential Rate	53.3%	40	63.6%	7	52.8%	66	-	0
		75		11		125		0

**Table G - Other Outcome Information for the Dislocated Worker Program**

October 1, 2002– September 30, 2003

\* April 1, 2002 – March 31, 2003

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	78.9%	758	77.9%	595
		961		764
Employment Retention Rate *	86.4%	1,100	86.3%	734
		1,273		851
Earnings Replacement Rate *	89.3%	\$13,293,078.00	83.8%	\$9,195,512.00
		\$14,879,464.00		\$10,978,488.00
Employment And Credential Rate	61.2%	588	-	0
		961		0

**Table H - Older Youth Results At-A-Glance**

October 1, 2002– September 30, 2003

\* April 1, 2002 – March 31, 2003

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Entered Employment Rate</b>	68%	81.1%	43
			53
<b>Employment Retention Rate *</b>	78%	79.8%	75
			94
<b>Earnings Change in Six Months *</b>	\$3,000.00	\$3,027.54	\$281,561.00
			93
<b>Credential Rate</b>	33%	27.3%	24
			88

**Table I - Outcomes for Older Youth Special Populations**

October 1, 2002– September 30, 2003

\* April 1, 2002 – March 31, 2003

<b>Reported Information</b>	<b>Public Assistance Recipients</b>		<b>Veterans</b>		<b>Individuals With Disabilities</b>		<b>Out-of-School Youth</b>	
<b>Entered Employment Rate</b>	75.0%	3	-	0	100.0%	1	84.1%	37
		4		0		1		44
<b>Employment Retention Rate *</b>	75.0%	6	-	0	-	0	82.6%	71
		8		0		0		86
<b>Earnings Change in Six Months *</b>	\$7,031.00	\$56,248.00	-	\$0.00	-	\$0.00	\$3,143.38	\$267,187.00
		8		0		0		85
<b>Credential Rate</b>	20.0%	1	-	0	50.0%	1	25.0%	19
		5		0		2		76



**Table J - Younger Youth Results At-A-Glance**

April 1, 2003 – March 31, 2004

\* April 1, 2002 – March 31, 2003

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Skill Attainment Rate</b>	73%	58.9%	567
			963
<b>Diploma or Equivalent Attainment Rate</b>	56%	49.5%	229
			463
<b>Retention Rate *</b>	53%	47.0%	278
			592

**Table K - Outcomes for Younger Youth Special Populations**

April 1, 2003 – March 31, 2004

\* April 1, 2002 – March 31, 2003

<b>Reported Information</b>	<b>Public Assistance Recipients</b>		<b>Individuals With Disabilities</b>		<b>Out-of-School Youth</b>	
<b>Skill Attainment Rate</b>	72.3%	34	65.0%	76	52.0%	183
		47		117		352
<b>Diploma or Equivalent Attainment Rate</b>	52.6%	10	66.0%	35	49.2%	97
		19		53		185
<b>Retention Rate *</b>	61.2%	30	41.2%	7	47.9%	102
		49		17		213

**Table L - Other Reported Information**  
October 1, 2002– September 30, 2003

	<b>12 Month Employment Retention Rate</b>		<b>12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Worker)</b>		<b>Placements for Participants in Nontraditional Employment</b>		<b>Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment</b>		<b>Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services</b>	
<b>Adults</b>	76.8%	1,372 1,787	\$3,418.07	\$5,971,363.00 1,747	0.0%	0 724	\$3,819.40	\$2,723,232.00 713	0.4%	3 724
<b>Dislocated Worker</b>	81.9%	1,807 2,207	88.5%	\$24,140,826.00 \$27,266,500.00	0.1%	1 1,353	\$5,375.03	\$7,057,415.00 1313	1.2%	16 1,353
<b>Older Youth</b>	73.9%	65 88	\$3,000.27	\$258,023.00 86	0.0%	0 43	\$1,999.21	\$85,966.00 43		

**Table M - Participation Levels**  
July 1, 2003– June 30, 2004  
\* April 1, 2003 – March 31, 2004

	<b>Total Participants Served</b>	<b>Total Exiters *</b>
<b>Adults</b>	1,687	969
<b>Dislocated Worker</b>	1,879	1,223
<b>Older Youth</b>	215	57
<b>Younger Youth</b>	1,571	588

**Table N - Cost of Program Activities**  
July 1, 2003– June 30, 2004

Program Activity			Total Federal Spending
Local Adults			\$1,498,806
Local Dislocated Workers			1,285,499
Local Youth			1,347,888
Rapid Response (up to 25%) 134(a)(2)(A)			40,602
Statewide Required Activities (up to 15%) 134(a)(2)(B)			1,610,458
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	Capacity Building/Incentive Grants	120,642
		Worker Reemployment	509,814
		Marketing	23,895
		Planning and Policy	29,827
		Incumbent Worker	152,133
		Program Service	1,838
Total of All Federal Spending Listed Above			\$6,621,402

Note: Local Administrative outlay at county level of \$430,609 is not included in the above table, as instructed in TEGl 14-00, Change 1.

**Table O - Local Performance**

<b>Local Area Name</b> <u><b>Honolulu</b></u>	<b>Total Participants Served</b>	<b>Adults</b>	638
		<b>Dislocated Workers</b>	771
		<b>Older Youth</b>	130
		<b>Younger Youth</b>	976
<b>ETA Assigned #</b> <u><b>15005</b></u>	<b>Total Exiters</b>	<b>Adults</b>	450
		<b>Dislocated Workers</b>	548
		<b>Older Youth</b>	35
		<b>Younger Youth</b>	435
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Participants</b>	80	80.37
	<b>Employers</b>	69	66.79
<b>Entered Employment Rate</b>	<b>Adults</b>	74%	79.5%
	<b>Dislocated Workers</b>	77%	80.8%
	<b>Older Youth</b>	68%	81.8%
<b>Retention Rate</b>	<b>Adults</b>	87%	88.0%
	<b>Dislocated Workers</b>	89%	88.8%
	<b>Older Youth</b>	80%	76.1%
	<b>Younger Youth</b>	51%	38.2%
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	\$4,205	\$4,502.40
	<b>Dislocated Workers</b>	101%	86.8%
	<b>Older Youth</b>	\$3,000	\$2,246.82
<b>Credential/Diploma Rate</b>	<b>Adults</b>	49%	64.8%
	<b>Dislocated Workers</b>	52%	66.3%
	<b>Older Youth</b>	33%	28.3%
	<b>Younger Youth</b>	56%	45.2%
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	74%	51.4%
<b>Description of Other State Indicators of Performance - WIA 136(d)(1)</b>			
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		8	1
			<b>Exceeded</b>
			8

**Table O - Local Performance**

<b>Local Area Name</b> <b><u>Hawai'i</u></b>	<b>Total Participants Served</b>	<b>Adults</b>	638
		<b>Dislocated Workers</b>	643
		<b>Older Youth</b>	70
		<b>Younger Youth</b>	304
<b>ETA Assigned #</b> <b><u>15010</u></b>	<b>Total Exiters</b>	<b>Adults</b>	293
		<b>Dislocated Workers</b>	314
		<b>Older Youth</b>	7
		<b>Younger Youth</b>	43
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Participants</b>	80	84.01
	<b>Employers</b>	69	71.85
<b>Entered Employment Rate</b>	<b>Adults</b>	65%	66.9%
	<b>Dislocated Workers</b>	72%	77.6%
	<b>Older Youth</b>	68%	100.0%
<b>Retention Rate</b>	<b>Adults</b>	82%	81.8%
	<b>Dislocated Workers</b>	87%	82.7%
	<b>Older Youth</b>	78%	85.7%
	<b>Younger Youth</b>	57%	75.8%
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	\$3,647	\$3,853.19
	<b>Dislocated Workers</b>	110%	91.5%
	<b>Older Youth</b>	\$3,000	\$3,535.00
<b>Credential/Diploma Rate</b>	<b>Adults</b>	52%	48.8%
	<b>Dislocated Workers</b>	43%	62.1%
	<b>Older Youth</b>	33%	16.7%
	<b>Younger Youth</b>	58%	66.7%
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	74%	70.5%
<b>Description of Other State Indicators of Performance - WIA 136(d)(1)</b>			
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		5	1
			<b>Exceeded</b>
			11

**Table O - Local Performance**

<b>Local Area Name</b> <b><u>Maui</u></b>	<b>Total Participants Served</b>	<b>Adults</b>	332
		<b>Dislocated Workers</b>	402
		<b>Older Youth</b>	9
		<b>Younger Youth</b>	209
<b>ETA Assigned #</b> <b><u>15015</u></b>	<b>Total Exiters</b>	<b>Adults</b>	168
		<b>Dislocated Workers</b>	300
		<b>Older Youth</b>	2
		<b>Younger Youth</b>	36
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Participants</b>	80	87.41
	<b>Employers</b>	69	76.16
<b>Entered Employment Rate</b>	<b>Adults</b>	73%	73.1%
	<b>Dislocated Workers</b>	76%	76.2%
	<b>Older Youth</b>	68%	100.0%
<b>Retention Rate</b>	<b>Adults</b>	82%	83.7%
	<b>Dislocated Workers</b>	87%	83.6%
	<b>Older Youth</b>	75%	66.7%
	<b>Younger Youth</b>	52%	64.9%
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	\$2,900	\$2,419.07
	<b>Dislocated Workers</b>	91%	81.4%
	<b>Older Youth</b>	\$3,000	\$5,408.00
<b>Credential/Diploma Rate</b>	<b>Adults</b>	51%	63.2%
	<b>Dislocated Workers</b>	55%	73.4%
	<b>Older Youth</b>	33%	50.0%
	<b>Younger Youth</b>	56%	100.0%
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	70%	82.2%
<b>Description of Other State Indicators of Performance - WIA 136(d)(1)</b>			
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		4	0
			<b>Exceeded</b>
			13

**Table O - Local Performance**

<b>Local Area Name</b> <b><u>Kaua'i</u></b>	<b>Total Participants Served</b>	<b>Adults</b>	79
		<b>Dislocated Workers</b>	63
		<b>Older Youth</b>	6
		<b>Younger Youth</b>	82
<b>ETA Assigned #</b> <b><u>15020</u></b>	<b>Total Exiters</b>	<b>Adults</b>	58
		<b>Dislocated Workers</b>	61
		<b>Older Youth</b>	13
		<b>Younger Youth</b>	74
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Participants</b>	80	85.35
	<b>Employers</b>	69	74.89
<b>Entered Employment Rate</b>	<b>Adults</b>	66%	71.8%
	<b>Dislocated Workers</b>	77%	76.8%
	<b>Older Youth</b>	68%	73.3%
<b>Retention Rate</b>	<b>Adults</b>	81%	84.2%
	<b>Dislocated Workers</b>	87%	88.3%
	<b>Older Youth</b>	71%	94.1%
	<b>Younger Youth</b>	56%	69.5%
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	\$3,647	\$3,801.89
	<b>Dislocated Workers</b>	96%	104.9%
	<b>Older Youth</b>	\$3,000	\$5,628.44
<b>Credential/Diploma Rate</b>	<b>Adults</b>	47%	40.5%
	<b>Dislocated Workers</b>	41%	21.4%
	<b>Older Youth</b>	33%	24.0%
	<b>Younger Youth</b>	57%	34.5%
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	72%	72.9%
<b>Description of Other State Indicators of Performance - WIA 136(d)(1)</b>			
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		4	1
			<b>Exceeded</b>
			12

# WIA DIRECTORY

## Hawai'i State Workforce Development Council

Gregg Yamanaka, Chair	President and Chief Learning Officer	TeraBiz
Todd Apo	Vice President	Ko Olina Community Association
Alan Arakawa Rep: JoAnn Inamasu	Mayor Rep: Coordinator	Maui County Rep: Maui Office of Eco. Dev.
Marcia Armstrong	Chair	Collective Bargaining Committee, UHPA
Gladys Baisa	Executive Director	Maui Economic Opportunity, Inc.
Nelson B. Befitel Rep: Colleen LaClair	Director Rep: Deputy Director	Department of Labor
Elias Beniga	Registered Representative	AXA Advisors, LLC
Jeff Bloom	President & Owner	CTA
E. Micheal Boughton	President	Options Technology Co. Inc.
Jonathan Chun	Attorney	Belles, Graham, Proudfoot & Wilson
Susan Doyle	Vice President and Chief Operating Officer	Aloha United Way
Willie Espero	Senator	Hawai'i State Senate
Michael Fitzgerald	President & Chief Executive Officer	Enterprise Honolulu
Alan Garson	President	G & G Consultants
Signe Godfrey	President	Olsten Staffing Services
Erwin Hudelist	President	Hagadone Printing
Patricia Hamamoto Rep: Katherine Kawaguchi	Superintendent Rep: Assistant Superintendent	Department of Education
Jeremy Harris Rep: Michael Amii	Mayor Rep: Director	City & County of Honolulu Rep: Dept. of Community Serv.
Alan Ito	Senior VP, Product Development	Convergence CT
Michael Kahikina	Representative	Hawai'i House of Representatives
Wayne Kanemoto	Owner	Kanalani Enterprises, Ltd.
Lillian Koller Rep: Garry Kemp	DHS Director Rep: Asst. Administrator	Department of Human Services Rep: Benefit Employment/ Support Services Division
Linda Lingle Rep: Lester Nakamura	Governor Designee	State of Hawai'i Rep: Acctg. & General Serv.
Ted Liu Rep: Robert Shore	DBEDT Director Rep: Economist	Dept. of Business, Economic Development & Tourism Rep: Research & Eco. Analysis
Denis Mactagone	Senior Service Rep and Director of Training	Hawaii Carpenters Union Local 745
Dr. David McClain Rep: Michael Rota	UH Acting President Rep: Asso. VP, Acad. Affairs	University of Hawai'i
Stephen Metter	Chief Executive Officer	MW Group
Scott Nishimoto	Representative	Hawai'i House of Representatives
Darnney Lau Proudfoot	Manager	Kaua'i Island Utility Cooperative
Norman Sakamoto	Senator	Hawai'i State Senate
Winona Whitman	Employment & Training Program Administrator	ALU LIKE, Inc.

As of December 2004



## Hawai'i County Workforce Investment Board

Dr. Alan Garson, Chair	President	G & G Consultants
Rockne Freitas	Chancellor	Hawai'i Community College
Milton Fuke	Union Rep.	HSTA
Michael Gleason	President and CEO	The ARC of Hilo
Elmer Gorospe	Business Agent	ILWU Local 142
Blayne Hanagami	Branch Manager	Big Island Workplace Connection
Bert Hashimoto	Branch Manager	DHS-Benefit, Employment & Support Services Division
Keith Ideue	Assistant Manager	Hawai'i National Bank
Carol Ignacio	Director	Office for Social Ministries, Diocese of HNL
Alvin Inoue	Hilo Claims Supervisor	Unemployment Insurance
Gordon Kainoa	Principal	Kona Community School for Adults
Wayne Kanemoto	Owner	Kanalani Enterprises, Ltd.
Carla Kurokawa	Program Director	ALU LIKE, Inc.
Warren Lee	Manager	Hawai'i Electric Light Co.
Andy Levin	Executive Assistant	COH Mayor's Liaison
Debra Maiava	Owner	Ken's House of Pancakes
Larry Manliguis	Deputy Director	HCEOC
David Marquez	Executive Director	Kealakehe Ahupua'a 2020, Inc.
Gay Mathews	CEO/President	N.HI Community FCU
Mark McGuffie, Vice Chair	Corp. Director of Hotel Operation	HTH Corp.
Kelly Moran	Realtor/Broker	Hilo Brokers Ltd.
Dwayne Mukai	Financial Advisor	Morgan Stanley Inc.
Irene Nagao	Sole Proprietor	Weekenders
Clyde Oshiro	Owner	Clyde Oshiro, CPA
Dawn Pacheco	Corporate HR Administrator	HI Plan Mill
Leonard Paik	Principal	Hilo Community School for Adults
Delan Rusty Perry	Owner	Volcano Isle Fruit Co. Inc.
Sandra Sakaguchi	Campus Planner	UH West Hawai'i
Richard Smith	Owner	Simple Office Solutions
Cheryl Ann Takaba	Island Manager	DHS-Division of Vocational Rehabilitation
Valerie Takata	Area Superintendent	Department of Education
Toby Taniguchi	Vice President Operations	KTA Super Stores
Steve Todd		
Gary Yoshiyama		

As of September 2004

## Hawai'i County Youth Council

Irene Nagao, Chair	LWIB, Employer
Lani Bowman	Foster Parent
Dr. Alan Garson	LWIB, Employer
Glennon Gingo	Manager, YMCA
Blayne Hanagami	LWIB, Branch Manager, HI County One Stop Career Center
Keith Ideue	LWIB, Employer
Carol Ignacio	LWIB, Office for Social Ministry, Diocese of HNL
Gordon Kainoa	LWIB, Kona Community School for Adults
Wayne Kanemoto, Vice Chair	LWIB, Employer
Carla Kurokawa	LWIB, Employment and Training Manager, ALU LIKE, Inc.
Andy Levin	LWIB, County of Hawai'i
Marion Makaimoku	Educator, Business-Education Partnership
David Marquez	LWIB, Employer
Kahealani Nae'ole-Wong	Career Academy Coordinator, Kamehameha School Hawaii Campus
Sara Narimatsu	Program Administrator, Hawai'i Community College
Leonard Paik	Principal, Hilo Community School for Adults
Greg Rush	Director, Learning Disabilities Association of HI
Allen Salavea	Program Specialist, Prosecuting Attorney
Lori Sasaki	Kona Branch Manager, DLIR-WDD
Richard Smith	LWIB, Employer
Ruth Tachibana	Administrator, Hawai'i Judiciary System
Randy Tsuneda	Program Manager, Queen Liliuokalani Children's Center

As of September 2004

### **Kaua`i Workforce Investment Board**

Darnney Proudfoot, Chair	Vice President Human Resources	Kaua`i Island Utility Cooperative
Tammy Ando	Human Resource Manager	ITT Industries
Mary Lou Barela	Executive Director	Hale Opio Kaua`i, Inc.
Peggy Cha	Chancellor	Kaua`i Community College
Jonathan Chun	Attorney At Law	Belles Graham Proudfoot & Wilson
Tom Cooper	Director of Hawaii Operations	General Dynamics, Advanced Information Systems
Ted Daligdig	Colonel	Department of Defense
MaBel Fujiuchi	Chief Executive Officer	Kaua`i Economic Opportunity, Inc.
Jay Furfaro	Councilman	Kaua`i County Council
Tracy Hirano	Kaua`i Branch Manager	DLIR, WDD
David Kagawa	Career Technical Education Resource Teacher	Kaua`i Complex Area DOE
Ian Kagimoto	Owner/General Manager	Aqua Engineers, Inc.
Michael Machado	Business Agent	ILWU Representative
Sean Mahoney	Service Representative	Carpenter's Union, Local 745
Lianne Malapit	Manager	MedCenter Pharmacy
Remi Meints	Employment & Training Manager	ALU LIKE, Inc.
Joan Morita	Human Resources Director	Kaua`i Coffee Company
Barbara Okabayashi	Recruitment Manager	Macy's West
Terry Proctor	Vice Principal, Adult Education	DOE- Kaua`i Community School for Adults
Tina Rapozo	Kaua`i Section Administrator	DHS-Benefit, Employment & Support Services Div.
Robby Rask	Owner/President	R Electric, Inc.
Irving Soto	Manager	Kaua`i Community Federal Credit Union
William Trugillo	Manager/Counselor	Boys & Girls Club
Brenda Viado	Kaua`i Branch Manager	DHS-Div. of Voc. Rehab & Services for the Blind
Marilyn Yamaguchi	Branch Manager	U. I. Division, DLIR
Mattie Yoshioka	Managing Director	Kaua`i Economic Development Board

As of September 2004

### **Kaua'i Youth Council**

Remi Meints, Chair	Employment & Training Manager, ALU LIKE, Inc.
Jonathan Chun	Attorney at Law, Belles, Graham, Proudfoot & Wilson
Ted Daligdig	Colonel, Department of Defense
Ryan Elston	Realtor, Sleeping Giant Realty
David Kagawa	Career Technical Education Resource Teacher, DOE
Terry Proctor	Vice Principal, Adult Education
Dely Sasaki	Program Manager, Department of Health
William Trugillo	Counselor/Manager, Boys & Girls Club
Nathan Wood	Manager, Trex Enterprises
Marilyn Wong	Youth and Senior Program Coordinator, County of Kaua'i Recreation Agency

As of September 2004

### Maui Workforce Investment Board

Lynne Woods, Chair	President	Maui Chamber of Commerce
Lynn Araki-Regan	Economic Dev Coordinator	OED, Maui
Perry Artates	Construction Resource Specialist	Hawai'i Operating Engineers
Gladys Baisa	Executive Director	Maui Economic Opportunity
Rosalyn H. Baker	Senator	Hawai'i State Senate
Vaughn Baker	Director	Office of Continuing Education & Training, Maui Community College
Mike Boughton	President	Options Technology Co., Inc.
John Clement	Agency Manager	Akamai Employment Services
James Coon	Chief Executive Officer	Trilogy Excursions
J. Susan Corley	Vice President of HR	Maui Land & Pineapple Co.
Christine DeGuzman-Kim	Site Director	Hawai'i Job Corps Centers
Jerrybeth DeMello	Business Agent	ILWU, Local 142
Frances Driesbach	Office Manager	Applied Computer Training & Tech.
Rose Marie Duey	Island Representative	ALU LIKE, Inc.
Rudy Esquer	Grants Management Administrator	Dept. of Housing & Human Concerns
Don Forrester	Director, Maui Operations	The Boeing Company
Linda Fukunaga	Section Administrator	Hawai'i Dept. of Human Services
Gary Fukuroku	Manager/CEO	Maui County Employees Federal Credit Union
Barbara Haliniak	President	Moloka'i Chamber of Commerce
Lee Hoxie	Principal	Maui Community School for Adults
Paul Kiang	Maui Branch Administrator	Hawai'i Department of Human Services - Voc. Rehab.
Kevin Kimizuka	Maui Branch Manager	WDD-DLIR
Gary Maxwell	Staff Attorney	Legal Aid Society of Hawai'i
Faith Nagata	Branch Manager	Hawai'i Unemployment Insurance Division
Linn Nishikawa	Owner	Linn Nishikawa & Associates, Inc.
Gwen Ueoka	Principal	Maui Community School for Adults
Terry Vencl	Executive Director	Maui Visitors Bureau
Eileen Wachi	Manager of Administration	Maui Electric Company
Leslie Wilkins	Vice President	Maui Economic Development Board
William "Bill" Wong	Retired CPA	
Glenn Yamasaki	Vice President & Relationship Manager	Bank of Hawai'i

As of September 2004

### Maui Youth Council

Gwen Ueoka, Chair	LWIB, Maui Community School for Adults
Marlene K. Burgess	ALU LIKE, Inc., Employment and Training Manager
Jim Crowe	Maui Economic Opportunity, Inc.
Christine DeGuzman-Kim	Hawai'i Job Corps, Maui
Amanda Farmer	Student Representative
Sharane Gomes	Maui Community College
Joanne Ka'aea	Family Court
Paul Kiang	LWIB, Hawai'i Department of Human Services - Voc. Rehab.
Kevin Kimizuka	LWIB, Maui Workforce Development Division
Lt. Randal Leval	Maui Police Department
Cliff Libed	Housing and Community Development Corporation of Hawai'i
Kelly Pearson	Boys & Girls Club of Maui
Eddie Pidot (for Karen Holt)	Molokai Community Service Council & Ho'ikaika
Wendy Stebbins	Maui County Housing/Human Concerns

As of September 2004

### O`ahu Workforce Investment Board

Elias Beniga, Chair	Registered Representative, Northwest Division	AXA Advisors, LLC
Michael T. Amii	Director	Honolulu Department of Community Services
Anthony Calabrese	Acting Director, School Renewal Group	Department of Education
Russell Chun, Vice Chair	General Manager	Miramar Hotel
Mary Lou Clizbe	President/Executive Director	Insights to Success, Inc.
Rolanse Crisafulli	Administrator O`ahu WorkLinks- WorkHawai`i	Honolulu Department of Community Services
Harold Dias, Jr.	President	IBEW Telephone Workers Union 1357
Julie Dugan	Center Director	Hawai`i Job Corps
William Emmsley	Executive Director	Samoan Service Providers' Association
Victor Geminiani	Executive Director	Legal Aid Society of Hawai`i
LiLi Hallet	Director of Human Resources	Ohana Outrigger Hotels & Resorts
Ruby Hargrave	Executive Director	Honolulu Community Action Program, Inc.
Timothy Ho	President	Hawai`i Employers Council
James Hom	O`ahu Branch Manager	Unemployment Insurance Division, DLIR
Francis Imada	CFO	Clinical Laboratories of Hawai`i
Kristi Inkinen	Owner	Remedy Intelligent Staffing
Thomas Joaquin	Vice President	Hawai`ian Electric Company
Gwen Kagihara	O`ahu Branch Administrator	Hawai`i Department of Human Services - Voc. Rehab.
Joanne Kealoha	Social Services Coordinator	ILWU, Local 142
Richard C. Lim	President/COO	City Bank
Richard Matsumoto	Principal	Kaimuki/Kaiser Community School for Adults
Norma McDonald	O`ahu Branch Manager	Workforce Development Division, DLIR
Manny Menendez	Executive Director	Office of Economic Development
William Musson	Sr. Security Consultant	Symantec, Inc.

Thea Nieves	Training and Development Manager	Verizon Hawaii
Edward Ontai	Business Development Analyst	St. Francis Healthcare System of Hawai'i
Michael Rota	Associate Vice President for Academic Affairs	Office of the Chancellor for Community Colleges, UH
Beverly Rowe	Workforce Director	U.S. Veteran's Initiative, Inc.
Rebecca Rude-Ozaki	Project Coordinator	Real Choices ACCESS
Nanea Sai	Employment & Training Manager	Alu Like, Inc.
Brian Sen	President	O'ahu Plumbing & Sheet Metal, Ltd.
Kevin Sypniewski	President & CEO	AssistGuide
Nicholas Teves	President	Commercial Electric, Inc.
James C. Tollefson	President & CEO	Chamber of Commerce of HI
Ryan Umemoto	CEO & President	Ohana Care
Blake Yokotake	Personnel Manager	Seven-Eleven Hawai'i, Inc.

As of September 2004



### **O`ahu Youth Council**

Julie Dugan, Chair	LWIB, Hawaii Job Corps.
Michael T. Amii	LWIB, Honolulu Department of Community Services
Jasmine Baker	Boys and Girls Club
Judge R. Mark Browning	Family Court
Rolanse Crisafulli	LWIB, O`ahu WorkLinks/WorkHawai`i
William Emmsley	LWIB, Samoan Service Providers Association
Frank Fujii	Law Enforcement
Janice Jones	Youth Participant
Gwen Kagihara	LWIB, Dept. of Human Services
Rep. Michael Kahikina	Boys & Girls Club of Honolulu
Joanne Kealoha	ILWU Representative
John Sabas	Rep. for Dept. of Community Services
Nanea Sai	ALU LIKE Inc.
Ryan Umemoto	LWIB, ILWU Local 142

As of September 2004

**Governor's Designee for  
Implementation of WIA:**

Nelson B. Befitel, Director  
Hawai'i Dept. of Labor & Industrial Relations  
(DLIR)  
830 Punchbowl St., #321, Honolulu, HI 96813

**WDC Executive Director:**

James Hardway, Acting Executive Director  
Workforce Development Council, DLIR  
830 Punchbowl St., #417, Honolulu, HI 96813

**WDD Administrator:**

Elaine Young, Administrator  
Workforce Development Division, DLIR  
830 Punchbowl St., #329, Honolulu, HI 96813

Grant Recipient Staff	LWIB Staff
Edwin S. Taira, Housing Administrator Hawai'i Office of Housing & Community Development 50 Wailuku Drive, Hilo, HI 96720	Royce Shiroma Hawai'i Office of Housing & Community Development
Beth Tokioka, Director Office of the Mayor, County of Kaua'i 4444 Rice Street, #200, Lihue, HI 96766	Patricia Fleck Kaua'i Office of Econ. Development
Lynn Araki-Regan, Coordinator Maui Office of Economic Development 200 South Street, Wailuku, HI 96793	JoAnn Inamasu, Eco. Develop. Spec. Maui Office of Economic Development
Michael Amii, Director Department of Community Services City & County of Honolulu 715 S. King St #311, Honolulu, HI 96813	Christine McColgan, Executive Director O'ahu Workforce Investment Board 711, Kapiolani Blvd., Suite 410 Honolulu, HI 96813

**One-Stop Operators - Consortia Contacts**

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Hawai'i County Branch Manager  
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Kevin Kimizuka  
Maui County Branch Manager  
Workforce Development Division  
2064 Wells St., #108, Wailuku, HI 96793

Rolanse Crisafulli  
Administrator  
O'ahu WorkLinks Consortium Central  
711 Kapiolani Blvd., #1422, Honolulu 96813



## ACRONYMS

ACRN	America's Career Resource Network
ACSI	American Customer Satisfaction Index
ADA	Americans with Disabilities Act
AJB	America's Job Bank
ALMIS	America's Labor Market Information System
AOSOS	America's One Stop Operating System
AUW	Aloha United Way
BLS	Bureau of Labor Statistics, U.S. Department of Labor
CAP	Community Action Program
CATECAC	Career and Technical Education Coordinating Advisory Council
CATI	Computer Aided Telephone Interview
CES	Current Employment Statistics
CTAHR	College of Tropical Agriculture & Human Resources at the Univ. of Hawai'i
DBEDT	Department of Business, Economic Development and Tourism
DCCA	Department of Commerce and Consumer Affairs
DHS	Department of Human Services
DLIR	Department of Labor and Industrial Relations
DOE	Department of Education
DVOP	Disabled Veterans Outreach Program
DVR	Division of Vocational Rehabilitation, Department of Human Services
ESL	English as a Second Language
ETC	Employment and Training Center, University of Hawai'i
ETF	Employment and Training Fund, Dept. of Labor and Industrial Relations
ETP	Eligible Training Providers

GED	General Education Diploma
GSP	Gross State Product
HASS	Hawai'i Agricultural Statistics Services, Department of Agriculture
HCIDS	Hawai'i Career Information Delivery System, Department of Labor and Industrial Relations
HiLDA	Hawai'i's Labor Data Access, Department of Labor and Industrial Relations, delivered through One-Stop Centers
HIWI	Hawai'i Workforce Informer
HTDC	High Technology Development Corporation, Department of Business, Economic Development and Tourism
HUD	Housing and Urban Development
IEP	Individual Education Plan
ISP	Individual Service Plan, for Unemployment Insurance claimants who have profiles indicating they will have difficulty becoming re-employed.
ISS	Individual Service Strategy, used for WIA client planning
ITA	Individual Training Account (similar to a voucher)
IVR	Interactive Voice Response, used by Unemployment Insurance to efficiently communicate with customers
JTPA	Job Training Partnership Act, repealed effective July 1, 2000
LAUS	Local Area Unemployment Statistics
LLSIL	Lower Living Standard Income Level
LMI	Labor Market Information
LOIHI	Labor and Occupational Information Hawai'i is the web site for Labor Market Information: < <a href="http://www.state.hi.us/dlir/rs/loihi">www.state.hi.us/dlir/rs/loihi</a> >
LOMA	Local Office Monitor Advocate, for the Migrant and Seasonal Farm Workers program
LVER	Local Veterans Employment Representative
LWIB	Local Workforce Investment Board
MHPCC	Maui High Performance Computing Center

MLS	Mass Layoff Statistics
MOU	Memorandum of Understanding
MSFW	Migrant and Seasonal Farm Workers
NAICS	North American Industry Classification System
NET	Non-traditional Employment Task Force
OES	Occupational Employment Statistics
O*NET	Occupational Information Network
OSCTE	Office of the State Director for Career and Technical Education
PIC	Private Industry Council, under Job Training Partnership Act
R&D	Research and Development
R & S	Research and Statistics of the State Department of Labor and Industrial Relations
SCANS	Secretary's Commission on Achieving Necessary Skills
SCSEP	Senior Community Services Employment Program
SIC	Standard Industrial Classification
SOC	Standard Occupation Classification
TANF	Temporary Assistance for Needy Families
UH	University of Hawai'i
UHCC	University of Hawai'i-Community Colleges
UI	Unemployment Insurance, Department of Labor and Industrial Relations
USDHHS	United States Department of Health and Human Services
USDOE	United States Department of Education
USDOL	United States Department of Labor
WDC	Workforce Development Council, administratively attached to the State Department of Labor and Industrial Relations
WDD	Workforce Development Division of the State Department of Labor and Industrial Relations
WIA	Workforce Investment Act of 1998, effective July 1, 2000

WIC	Workforce Information Council
WtW	Welfare-to-Work
WOTC	Work Opportunity Tax Credit
WPRS	Worker Profiling and Reemployment Service
YOG	Youth Opportunity Grant

## GLOSSARY

**211** is Aloha United Way's direct hotline service to the community that is utilized to connect citizens, businesses, community groups, nonprofits, government agencies and others to identify community needs and develop services to enhance the social service safety net.

**Advanced Training** is an occupational skills employment/training program, not funded under Title I of the WIA, which does not duplicate training received under Title I.

**ALU LIKE, Inc.** is the Native Hawaiian community-based organization.

**America's Career Resource Network (ACRN)** is a nationwide network dedicated to helping young people and adults get the academic and career skills they need to become productive citizens, workers and community members.

**American Customer Satisfaction Index (ACSI)** methodology for determining customer satisfaction with WIA services is required by the USDOL. It asks three questions: What is your overall satisfaction with the services provided? Considering all the expectations you may have had about the services, to what extent have the services met your expectations? How well do you think the service(s) you received compare to the ideal service(s) (for people in your circumstances)?

**America's Job Bank (AJB)** is a nationwide electronic career kit. It allows job seekers to post resumes and search for job openings, and employers to list help wanted ads and seek qualified workers. AJB also provides labor market data and training-related information.

**America's Labor Market Information System (ALMIS)** is a national database, containing demographic, economic and workforce data for each state.

**America's One-Stop Operating System (AOSOS)** is a software system with common intake, case management, and reporting components for use by partners in the statewide One-Stop system.

**Apprenticeship.** Registered programs are those approved and recorded by the USDOL's Employment & Training Administration/Bureau of Apprenticeship and Training (BAT) or by a recognized State Apprenticeship Agency.

**Baldrige Principles.** Named for a former U.S. Secretary of Commerce, the Malcolm Baldrige Quality Criteria stimulate organizations toward quality management using leadership, strategic planning, customer and market focus, information and analysis, human resources, process management, and business results.

**Basic Skills Deficient.** The individual has English reading, writing, speaking or computing skills at or below the 8<sup>th</sup> grade level on a generally accepted standardized test or a comparable score on a criterion-referenced test.



**Basic Skills Goal** is a measurable increase in basic education skills including reading comprehension, math computation, writing, speaking, listening, problem solving, reasoning, and the capacity to use these skills.

**Career Kokua** delivers a computerized system of local career and related educational and training information for career planning and decision making. Career Kokua houses the Consumer Report Card for Eligible Training Providers.

**Career and Technical Education Coordinating Advisory Council (CATECAC)** advises the University of Hawai'i Board of Regents on career and technical education matters. The Council has three members each from the Board of Education, the Board of Regents, and the Workforce Development Council.

**Community-Based Organization (CBO)** is a private nonprofit organization that is representative of a community or a significant segment of a community and has demonstrated expertise and effectiveness in the field of workforce investment.

**Consumer Report Card System** is an online database of training providers and includes performance information.

**Core Services** in WIA are available through the One-Stop Centers to all job seekers. Core services include but are not limited to: eligibility determination for any of the partners' programs; outreach, intake, and orientation; initial assessment of skill levels, aptitudes, abilities and supportive service needs; job search and placement assistance and career counseling; provision of information on local area performance outcomes; referral to supportive services such as child care and transportation as appropriate; provision of information on filing claims for unemployment compensation; assistance in establishing eligibility for Welfare-to-Work activities and financial aid programs for other education and training programs; follow-up services for individuals placed in unsubsidized employment.

**Credential** is a certificate, high school diploma, associate degree, baccalaureate degree, or graduate degree. A certificate means that the individual has demonstrated through an evaluation and assessment process that the majority of the program's documented learning objectives has been achieved at a level of competency set by the provider.

**Current Employment Statistics (CES)** program generates monthly estimates on the number of jobs, hours and earnings for various industries for the State and the Honolulu Metropolitan Statistical Area.

**Customized Training** means training a) that is designed to meet the special requirements of an employer (including a group of employers); b) that is conducted with a commitment by the employer to employ an individual on successful completion of the training; and c) for which the employer pays at least 50% of the cost of the training.

**Disability** is defined in section 3 of the Americans with Disability Act of 1990 (42 U.S.C. 12102).

**Dislocated Worker** a) has been terminated or laid off, or has received a notice of termination or layoff; b) is eligible for unemployment compensation (some exceptions); and c) is unlikely to return to a previous industry or occupation. Dislocated workers also

include those laid off or about to be laid off due to permanent closure or substantial layoff at a plant, facility or enterprise. Self-employed persons who are unemployed as a result of general economic conditions in the community or because of natural disasters are dislocated workers, as are displaced homemakers.

**Duplicated Service** is when a) a single individual received the same service from more than one agency; or b) services, without distinguishing characteristics appropriate to the clients (e.g., age, culture, language, geography, disability, barrier) are identical and either serve the same clients or have too many empty slots to operate cost-effectively.

**Eligible Youth** for Workforce Investment Act funds, except in subtitles C (Job Corps) and D (National Programs), is a) 14-21 years old; b) low-income; and c) one or more of the following: deficient in basic literacy skills, school dropout, homeless, runaway, foster child, pregnant or a parent, offender, requires additional assistance to complete an education program or to secure and hold employment.

**Eligible Training Providers (ETP).** All public and private education and training institutions identified by the counties as eligible to receive WIA training funds.

**Employment and Training Fund (ETF).** Financed by an employer tax, ETF sponsors and supports skill upgrade training for incumbent workers to improve their long-term employability.

**Hawai'i State Award of Excellence** promotes good business practices that are customer-driven and demonstrate continuous improvement.

**Hawai'i Workforce Informer (HIWI)** is a website that posts economic and labor market information for the State of Hawai'i. **HIWI** is a resource for information on wages, unemployment rates, employment, jobs, careers, training.

**Intensive services** in WIA include but are not limited to: development of an individual employment plan; comprehensive and specialized assessment of skill levels and service needs; group counseling, individual counseling, and career planning; case management for individuals seeking training services; short-term prevocational services; work experience.

**Lower Living Standard Income Level (LLSIL)** is determined and issued annually by the USDOL Secretary. It is an index of low-income levels by family size, adjusted for regions and metropolitan/nonmetropolitan areas of the United States.

**Low-income** means an individual who a) receives cash payments under an income-based public assistance program; b) received an income in the prior six months that does not exceed the higher of the poverty line or 70% of the lower living standard income level, taking into account the family size; c) receives food stamps; d) is homeless; e) is a foster child for whom government payments are made; or f) is an individual with a disability who earns a low income as defined above, even though the family's income is not low-income.

**Needs-related Payments** are income support to eligible participants who have used up, or were not eligible for, unemployment compensation, but could not otherwise afford to participate in WIA programs of training services.

**Occupational Employment Statistics (OES)** conducts surveys on occupation wages and employment for the State and the Honolulu Metropolitan Statistical Area.

**Occupational Information Network (O\*NET)** supplies worker skills and occupational requirements.

**Occupational Skills Goal.** Primary occupational skills encompass the proficiency to perform actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels. Secondary occupational skills entail familiarity with and use of set-up procedures, safety measures, work-related terminology, record keeping and paperwork formats, tools, equipment and materials, and breakdown and clean-up routines.

**On-the-Job Training (OJT)** means training by an employer that is provided to a paid participant while engaged in productive work in a job that a) provides knowledge or skills essential to the full and adequate performance of the job; b) provides reimbursement to the employer of up to 50% of the wage rate of the participant, for the extraordinary costs of providing the training and additional supervision related to the training; and c) is limited in duration as appropriate to the occupation for which the participant is being trained.

**Out-of-School Youth** is an eligible youth who is not attending any school, or has received a high school diploma or its recognized equivalent, but is basic skills deficient, unemployed, or underemployed.

**Perkins** refers to the Carl D. Perkins Vocational and Applied Technology Education Act of 1998 (20 U.S.C. 2301 et seq). The act funds career and technical education programs at correctional institutions and secondary and postsecondary schools.

**Program of WIA Long-Term Training Services** for this report is one or more courses or classes, or a structured regimen that, upon successful completion, leads to:

- a) A certificate or higher education degree; or
- b) The skills or competencies needed for a specific job or jobs, an occupation, occupational group, or generally, for many types of jobs or occupations, as recognized by employers and determined prior to training.

**Self-sufficiency** Local areas may use this definition to determine employed workers' eligibility for intensive services: a) for the Adult Program, employment that pays at least 225% of the lower living standard income level (LLSIL) and b) for the Dislocated Worker Program, 225% of the LLSIL or 90% of the layoff wage.

**Supportive Services** include services such as transportation, child care, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in workforce investment activities.

**Temporary Assistance for Needy Families (TANF)** is the federal welfare program that has replaced Aid to Families with Dependent Children (AFDC). TANF has a work-first philosophy and placed a five-year life-time limit on an individual's receipt of welfare benefits.

**Underemployed** refers to an individual who is working part-time but desires full-time employment, or an individual whose employment is not commensurate with the individual's demonstrated level of educational attainment.

**Welfare to Work (WtW)** is a five-year grant (1998-2003) to assist the hardest-to-employ TANF recipients to leave the welfare rolls.

**Worker Profiling and Reemployment Service.** Intensive individual services are given to Unemployment Insurance claimants who have profiles indicating they will have difficulty becoming re-employed.

**Workforce Information Council** is responsible for building an integrated national Employment Statistics System.

**Work Opportunity Tax Credit** provides an incentive for employers to hire individuals from eligible targeted groups, including Temporary Assistance for Needy Families clients, food stamp recipients, certain vocational rehabilitation clients, veterans receiving food stamps, disadvantaged ex-felons, SSI recipients, and youth residing in Enterprise Communities or Empowerment Zones.

**Work Readiness Skills Goal** includes world of work awareness, labor market knowledge, occupational information, values clarification and personal understanding, career planning and decision making, and job search techniques (resumes, interviews, applications, and follow-up letters). They also encompass survival/daily living skills such as using the phone, telling time, shopping, renting an apartment, opening a bank account, and using public transportation. They also include positive work habits, attitudes, and behaviors such as punctuality, regular attendance, presenting a neat appearance, getting along and working well with others, exhibiting good conduct, following instructions and completing tasks, accepting constructive criticism from supervisors and co-workers, showing initiative and reliability, and assuming the responsibilities involved in maintaining a job. This category also entails developing motivation and adaptability, obtaining effective coping and problem-solving skills, and acquiring an improved self image.

**Youth Opportunity Grant (YOG).** WIA established these discretionary grants to provide activities to increase the long-term employability of youth who live in empowerment zones, enterprise communities, and high poverty areas.

